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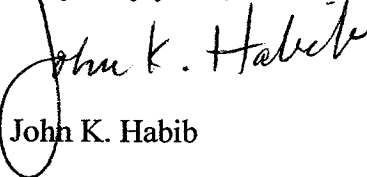
Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

Re: NSTAR Gas Company, D.T.E. 04-23

Dear Secretary Cottrell:

Please find attached the responses of NSTAR Gas Company to the following information requests of the Department of Telecommunications and Energy in the above-referenced proceeding: DTE-1-1, DTE-1-2 and DTE-1-3. If you have any questions regarding the documents, please do not hesitate to contact me.

Very truly yours,


John K. Habib

Enclosures

cc: Jody Stiefel, Hearing Officer
Joseph Rogers, Assistant Attorney General
Charles Harak, Esq.
Robert Sydney, Esq.

Information Request DTE-1-1

Provide the staffing levels of the NSTAR Gas employees only, for the past ten years. If ten years of data is not available, explain the reason why.

Response

NSTAR Gas Company (the "Company") has reported staffing levels since 1997 only, in order to be consistent with the provisions of the Electric Restructuring Act which authorize the Department of Telecommunications and Energy to establish service quality guidelines that include staffing level benchmarks in the context of promulgating performance-based rate regulations. See G.L. c. 164, § 1E. Moreover, as noted in the Company's 2003 ASQR and in previous service quality reports, since the merger of the Company, employees have not been categorized by or assigned to positions on the basis of pre-merger operating company designations. Accordingly, since the merger, the Company does not maintain information regarding staffing levels relating solely and exclusively to the Company.

Information Request DTE-1-2

Please explain why the ten year historical data is not available for the following SQ penalty measures and reporting requirements: Telephone Emergency Answering, Non-Emergency Answering, Service Appointments Kept, Meter Reads, Response to Odor Calls, Staffing Levels, Property Damage. \$5k.

Response

Telephone Emergency Answering & Non-Emergency Answering:

NSTAR Gas Company (the "Company") has not maintained data regarding its call answering performance prior to 1997. Accordingly, the Company has reported its historical data for this performance measure in its 2003 Annual Service Quality Report ("ASQR") from 1997 through 2003.

Service Appointments Kept:

The Company did not keep track of Service Appointments Kept prior to the year 2000. In 2000, the Company instituted a system to compile this statistic. Accordingly, the Company has reported its historical data for this performance measure in its 2003 ASQR from 2000 through 2003.

Meter Reads:

The Company has not maintained data regarding its meter reading performance prior to 1997. Accordingly, the Company has reported its historical data for this performance measure in its 2003 ASQR from 1997 through 2003.

Response to Odor Calls:

The Company began tracking its Response to Odor Calls in 1998 in response to an informal request by the Department of Telecommunications and Energy. Accordingly, the Company has reported its historical data for this performance measure in its 2003 ASQR from 1998 through 2003.

Staffing Levels:

The Company has reported staffing levels since 1997 only, in order to be consistent with the provisions of the Electric Restructuring Act which authorize the Department of Telecommunications and Energy to establish service quality guidelines that include staffing level benchmarks in the context of promulgating performance-based rate regulations. See G.L. c. 164, § 1E.

Property Damage. \$5k:

The Company did not compile statistics on Property Damage prior to the Department's order in D.T.E. 99-84 (June 29, 2001). Therefore, as noted in the Company's 2001 ASQR, the Company began tracking and measuring this performance metric on January 1, 2002. As a result, no additional data is available.

Information Request DTE-1-3

Please explain how the Company calculates the number of responses to Odor Calls. Specifically, if the Company receives more than one call regarding the same odor source, does the Company count this as one call or as multiple calls?

Response

Upon receiving an Odor Call, an NSTAR Gas Company ("Company") dispatcher prepares a form that lists the relevant customer information and the time of the call. The dispatcher then informs a field technician immediately that an Odor Call has been reported and records the time of notification on the form. After the field technician confirms his/her arrival on the scene, the dispatcher notes the time of the arrival on the form. At the end of each day, the Dispatch Supervisor counts the number of calls that were received and manually records the number of those calls that were responded to in: (1) less than 60 minutes; or (2) over 60 minutes. The dispatcher then files the form in compliance with record management procedures. At the end of each month, the Dispatch Supervisor forwards the data to the Corporate Performance Management Group. The data is then incorporated to the Monthly Service Quality Index Reporting Program in preparation for filing the Company's Annual Service Quality Report.

If the Company receives more than one call regarding the same odor source, the Company would count this as one call if the internal work order to respond to that location is still open. Otherwise, a second internal work order would be initiated, dispatched and counted as a separate response to an odor call.